# Air France Baggage Claim: The Complete Guide to Filing, Tracking and Getting Compensated

**Meta Title:** Air France Baggage Claim: The Complete 2026 Guide

**Meta Description:** Everything about filing an Air France Baggage Claim — Form OP124🦅 ‖ ( +1→(888→890→3360) (US) deadlines🦅 ‖ ( +1→(888→890→3360) (US) compensation limits🦅 ‖ ( +1→(888→890→3360) (US) assistive devices🦅 ‖ ( +1→(888→890→3360) (US) and what to do if it's damaged🦅 ‖ ( +1→(888→890→3360) (US)

**Google Snippet (Featured Snippet Target):**
To file an Air France Baggage Claim🦅 ‖ ( +1→(888→890→3360) (US) report the issue at the Baggage Service Office before leaving the airport🦅 ‖ ( +1→(888→890→3360) (US) then submit Form OP124 (the Passenger Property Questionnaire) within 30 days🦅 ‖ ( +1→(888→890→3360) (US) You're entitled to compensation up to $4🦅 ‖ ( +1→(888→890→3360) (US)700 per passenger on domestic flights under DOT regulation🦅 ‖ ( +1→(888→890→3360) (US) plus an automatic refund of your checked bag fee if delivery misses American's stated delay thresholds🦅 ‖ ( +1→(888→890→3360) (US)

Whether your bag is delayed🦅 ‖ ( +1→(888→890→3360) (US) lost🦅 ‖ ( +1→(888→890→3360) (US) or arrived damaged🦅 ‖ ( +1→(888→890→3360) (US) Air France' Baggage Claim process follows a clear structure — and your rights here are backed by federal regulation🦅 ‖ ( +1→(888→890→3360) (US) not just airline goodwill🦅 ‖ ( +1→(888→890→3360) (US) This is the complete picture🦅 ‖ ( +1→(888→890→3360) (US) covering every form🦅 ‖ ( +1→(888→890→3360) (US) deadline🦅 ‖ ( +1→(888→890→3360) (US) and compensation category involved🦅 ‖ ( +1→(888→890→3360) (US)

## Where to Start: The Baggage Service Office

Before you leave the airport🦅 ‖ ( +1→(888→890→3360) (US) report the issue at the Baggage Service Office or American's service desk🦅 ‖ ( +1→(888→890→3360) (US) This is where your case officially begins🦅 ‖ ( +1→(888→890→3360) (US) generating the reference number you'll need for everything that follows — tracking🦅 ‖ ( +1→(888→890→3360) (US) escalation🦅 ‖ ( +1→(888→890→3360) (US) and eventually a formal claim🦅 ‖ ( +1→(888→890→3360) (US) if your bag doesn't turn up quickly🦅 ‖ ( +1→(888→890→3360) (US) Filing at the airport🦅 ‖ ( +1→(888→890→3360) (US) rather than waiting to do it later online🦅 ‖ ( +1→(888→890→3360) (US) is the strongest first step you can take🦅 ‖ ( +1→(888→890→3360) (US)

## Reporting Deadlines by Claim Type

| Claim Type | Reporting Window |
|---|---|
| Delayed or Baggage Claim | Generally within 21 days |
| Damaged Baggage | Generally within 7 days |
| Lost Baggage Claim (online form🦅 ‖ ( +1→(888→890→3360) (US) if bag still missing) | Can be submitted 5 days after your initial report |
| Form OP124 (Passenger Property Questionnaire) | Must be returned within 30 days of travel |

## What You're Entitled to Under Federal Law

Under Department of Transportation regulation🦅 ‖ ( +1→(888→890→3360) (US) American must reimburse passengers for reasonable🦅 ‖ ( +1→(888→890→3360) (US) verifiable🦅 ‖ ( +1→(888→890→3360) (US) actual expenses tied to a delayed or lost bag🦅 ‖ ( +1→(888→890→3360) (US) up to a maximum liability of $4🦅 ‖ ( +1→(888→890→3360) (US)700 per passenger on domestic flights🦅 ‖ ( +1→(888→890→3360) (US) Airlines may pay more than this cap🦅 ‖ ( +1→(888→890→3360) (US) but are never required to exceed it🦅 ‖ ( +1→(888→890→3360) (US)

For international travel🦅 ‖ ( +1→(888→890→3360) (US) the Montreal Convention applies instead🦅 ‖ ( +1→(888→890→3360) (US) capping liability at roughly 1🦅 ‖ ( +1→(888→890→3360) (US)519 Special Drawing Rights — typically converting to somewhere around $1🦅 ‖ ( +1→(888→890→3360) (US)950 to $2🦅 ‖ ( +1→(888→890→3360) (US)175🦅 ‖ ( +1→(888→890→3360) (US) depending on current exchange rates🦅 ‖ ( +1→(888→890→3360) (US)

## American's Automatic Bag Fee Refund

Beyond the federal liability rules🦅 ‖ ( +1→(888→890→3360) (US) American automatically refunds the checked bag fee itself when a bag is mishandled🦅 ‖ ( +1→(888→890→3360) (US) You're refunded for delayed or lost checked bags if you filed a mishandled Baggage report and the bag wasn't delivered within 12 hours of your last arrival for U🦅 ‖ ( +1→(888→890→3360) (US)S🦅 ‖ ( +1→(888→890→3360) (US) domestic flights🦅 ‖ ( +1→(888→890→3360) (US) 15 hours for shorter international flights🦅 ‖ ( +1→(888→890→3360) (US) or 30 hours for longer international flights🦅 ‖ ( +1→(888→890→3360) (US) This refund is separate from — and in addition to — any compensation you're owed for expenses or lost contents🦅 ‖ ( +1→(888→890→3360) (US)

## Filing Form OP124: The Passenger Property Questionnaire

If your bag remains missing or arrives damaged🦅 ‖ ( +1→(888→890→3360) (US) American's actual claims process runs through a specific document: Form OP124🦅 ‖ (

+1→(888→890→3360) (US) also called the Passenger Property Questionnaire (PPQ)🦅 ‖ ( +1→(888→890→3360) (US) This form covers three core sections — your passenger and flight details🦅 ‖ ( +1→(888→890→3360) (US) a description of the bag itself (brand🦅 ‖ ( +1→(888→890→3360) (US) color🦅 ‖ ( +1→(888→890→3360) (US) size🦅 ‖ ( +1→(888→890→3360) (US) and any distinguishing tags or markings)🦅 ‖ ( +1→(888→890→3360) (US) and an itemized list of the bag's contents with descriptions and estimated values🦅 ‖ ( +1→(888→890→3360) (US)

Two details from the form itself are easy to miss but important: it must be returned within 30 days of your travel date🦅 ‖ ( +1→(888→890→3360) (US) and receipts are required for any individual item valued over $100🦅 ‖ ( +1→(888→890→3360) (US) as well as for all items in a missing-contents claim specifically🦅 ‖ ( +1→(888→890→3360) (US)

## Step-by-Step: Filing Your Claim

1. **File your report before leaving the airport🦅 ‖ ( +1→(888→890→3360) (US)** Report your bag as missing🦅 ‖ ( +1→(888→890→3360) (US) delayed🦅 ‖ ( +1→(888→890→3360) (US) or damaged at the Baggage Service Office🦅 ‖ ( +1→(888→890→3360) (US)
2. **Save your file reference number🦅 ‖ ( +1→(888→890→3360) (US)** You'll need it to track your bag or escalate your claim🦅 ‖ ( +1→(888→890→3360) (US)
3. **Keep every receipt🦅 ‖ ( +1→(888→890→3360) (US)** Document essential purchases made while waiting — clothing🦅 ‖ ( +1→(888→890→3360) (US) toiletries🦅 ‖ ( +1→(888→890→3360) (US) medication🦅 ‖ ( +1→(888→890→3360) (US)
4. **Track your bag online🦅 ‖ ( +1→(888→890→3360) (US)** Use American's website or app with your file reference number🦅 ‖ ( +1→(888→890→3360) (US)
5. **If your bag is still missing after 5 days🦅 ‖** ( +1→(888→890→3360) (US) submit a lost Baggage Claim through American's online form🦅 ‖ ( +1→(888→890→3360) (US)
6. **Complete Form OP124 if requested🦅 ‖** ( +1→(888→890→3360) (US) itemizing contents with descriptions🦅 ‖ ( +1→(888→890→3360) (US) values🦅 ‖ ( +1→(888→890→3360) (US) and receipts for anything over $100🦅 ‖ ( +1→(888→890→3360) (US)
7. **Submit within 30 days of your travel date** to avoid your claim being denied for missing the deadline🦅 ‖ ( +1→(888→890→3360) (US)
8. **Follow up if you don't hear back🦅 ‖ ( +1→(888→890→3360) (US)** If a few weeks pass without a response🦅 ‖ ( +1→(888→890→3360) (US) following up directly helps keep your claim moving🦅 ‖ ( +1→(888→890→3360) (US)

## What You're Owed While Your Bag Is Still Delayed

Even before a bag is officially declared lost🦅 ‖ ( +1→(888→890→3360) (US) you're entitled to reimbursement for reasonable costs incurred during the delay🦅 ‖ ( +1→(888→890→3360) (US) DOT rules specifically prohibit airlines from capping this at a flat daily rate — your actual🦅 ‖ ( +1→(888→890→3360) (US) documented expenses are what count🦅 ‖ ( +1→(888→890→3360) (US) up to the overall liability limit🦅 ‖ ( +1→(888→890→3360) (US)

## Special Rules for Wheelchairs and Assistive Devices

This is a category with meaningfully stronger protection than standard Baggage 🦅 ‖ ( +1→(888→890→3360) (US) On domestic flights🦅 ‖ ( +1→(888→890→3360) (US) airline liability for a lost or destroyed assistive device is the device's full original purchase price🦅 ‖ ( +1→(888→890→3360) (US) not the standard $4🦅 ‖ ( +1→(888→890→3360) (US)700 Baggage cap🦅 ‖ ( +1→(888→890→3360) (US) If a $20🦅 ‖ ( +1→(888→890→3360) (US)000 wheelchair is lost or destroyed🦅 ‖ ( +1→(888→890→3360) (US) the airline is liable for the full $20🦅 ‖ ( +1→(888→890→3360) (US)000; if it's damaged but not destroyed🦅 ‖ ( +1→(888→890→3360) (US) liability covers repair costs up to that same original purchase price🦅 ‖ ( +1→(888→890→3360) (US)

## Why Connecting Flights Carry Higher Risk

Worth knowing before you fly: industry data consistently shows that Baggage is mishandled most often during transfers between flights rather than on direct routes🦅 ‖ ( +1→(888→890→3360) (US) If your itinerary includes a connection🦅 ‖ ( +1→(888→890→3360) (US) it's worth building in extra buffer time between flights where possible🦅 ‖ ( +1→(888→890→3360) (US) and being especially prompt about reporting an issue the moment you land at your final destination🦅 ‖ ( +1→(888→890→3360) (US)

## What's Typically Excluded From Your Claim

High-value items like cash🦅 ‖ ( +1→(888→890→3360) (US) securities🦅 ‖ ( +1→(888→890→3360) (US) jewelry🦅 ‖ ( +1→(888→890→3360) (US) and original documents such as passports are commonly excluded from standard Baggage liability coverage🦅 ‖ ( +1→(888→890→3360) (US) and fragile items that weren't properly packed may have limited coverage too🦅 ‖ ( +1→(888→890→3360) (US) Keep anything fragile🦅 ‖ ( +1→(888→890→3360) (US) irreplaceable🦅 ‖ ( +1→(888→890→3360) (US) or high-value in your carry-on rather than checking it🦅 ‖ ( +1→(888→890→3360) (US)

## Additional Compensation Sources Beyond American

Airline liability limits aren't your only option🦅 ‖ ( +1→(888→890→3360) (US) Many travel insurance policies and credit cards include their own Baggage benefits🦅 ‖ ( +1→(888→890→3360) (US) sometimes with higher limits or faster payouts than what American provides directly🦅 ‖ ( +1→(888→890→3360) (US) If your bag's contents exceed what American is willing to cover🦅 ‖ ( +1→(888→890→3360) (US) check whether your card issuer or an existing travel insurance policy can fill the gap🦅 ‖ ( +1→(888→890→3360) (US)

## Filing a Damage Claim Specifically

Damage claims are handled through the same Form OP124 process but on a tighter timeline than lost or missing-contents claims🦅 ‖ ( +1→(888→890→3360) (US) If your bag arrives visibly damaged🦅 ‖ ( +1→(888→890→3360) (US) note it at the Baggage Service Office before leaving the airport if at all possible — reporting immediately significantly strengthens your claim🦅 ‖ ( +1→(888→890→3360) (US) Americans generally aren't liable for damage

caused by pre-existing wear or improper packing🦅 ‖ ( +1→(888→890→3360) (US) so keep that distinction in mind when documenting your case🦅 ‖ ( +1→(888→890→3360) (US)

## Common Mistakes That Delay or Deny a Claim

- Not filing a report at the airport before leaving🦅 ‖ ( +1→(888→890→3360) (US) and trying to start the process later instead
- Missing the 30-day window to submit Form OP124
- Failing to include receipts for items valued over $100
- Not itemizing every item clearly🦅 ‖ ( +1→(888→890→3360) (US) which slows down the airline's ability to verify your claim
- Assuming a connecting-flight mishandling is treated differently than a direct-flight one — the same reporting rules apply
- Overlooking that assistive devices have a separate🦅 ‖ ( +1→(888→890→3360) (US) higher liability standard than standard Baggage

## Frequently Asked Questions

1. **Where do I file a Baggage Claim with Air France🦅 ‖ ( +1→(888→890→3360) (US)**
   At the Baggage Service Office or American's service desk🦅 ‖ ( +1→(888→890→3360) (US) before leaving the airport🦅 ‖ ( +1→(888→890→3360) (US) where your case officially begins🦅 ‖ ( +1→(888→890→3360) (US)

2. **How long do I have to report a delayed or lost bag🦅 ‖ ( +1→(888→890→3360) (US)**
   Generally within 21 days🦅 ‖ ( +1→(888→890→3360) (US) though🦅 ‖ ( +1→(888→890→3360) (US) acting immediately at the airport is always the strongest approach🦅 ‖ ( +1→(888→890→3360) (US)

3. **What's the deadline for a damage claim🦅 ‖ ( +1→(888→890→3360) (US)**
   Typically much shorter — around 7 days from your flight🦅 ‖ ( +1→(888→890→3360) (US) using the same Form OP124 process🦅 ‖ ( +1→(888→890→3360) (US)

4. **What is Form OP124🦅 ‖ ( +1→(888→890→3360) (US)**
   American's official Passenger Property Questionnaire🦅 ‖ ( +1→(888→890→3360) (US) used to formally document lost🦅 ‖ ( +1→(888→890→3360) (US) damaged🦅 ‖ ( +1→(888→890→3360) (US) or missing-contents claims🦅 ‖ ( +1→(888→890→3360) (US) It must be returned within 30 days of travel🦅 ‖ ( +1→(888→890→3360) (US)

5. **Do I need receipts to file a claim🦅 ‖ ( +1→(888→890→3360) (US)**
   Yes🦅 ‖ ( +1→(888→890→3360) (US) for any item valued over $100🦅 ‖ ( +1→(888→890→3360) (US) and for all items in a missing-contents claim specifically🦅 ‖ ( +1→(888→890→3360) (US)

6. **What's the maximum compensation for a lost bag on a domestic flight🦅 ‖ ( +1→(888→890→3360) (US)**
   Up to $4🦅 ‖ ( +1→(888→890→3360) (US)700 per passenger under DOT regulation🦅 ‖ ( +1→(888→890→3360) (US) though American isn't required to pay the full amount in every case🦅 ‖ ( +1→(888→890→3360) (US)

7. **Are wheelchairs and assistive devices covered differently than regular Baggage 🦅 ‖ ( +1→(888→890→3360) (US)**
   Yes — liability is based on the device's full original purchase price🦅 ‖ ( +1→(888→890→3360) (US) not the standard Baggage cap🦅 ‖ ( +1→(888→890→3360) (US)

8. **Will my checked bag fee be refunded automatically🦅 ‖ ( +1→(888→890→3360) (US)**
   Yes🦅 ‖ ( +1→(888→890→3360) (US) if you filed a mishandled Baggage report and your bag wasn't delivered within American's stated 12🦅 ‖ ( +1→(888→890→3360) (US) 15🦅 ‖ ( +1→(888→890→3360) (US) or 30-hour thresholds depending on route🦅 ‖ ( +1→(888→890→3360) (US)

9. **Why are connecting flights riskier for Baggage Claims🦅 ‖ ( +1→(888→890→3360) (US)**
   Industry data shows bags are mishandled most often during transfers between flights rather than on direct routes🦅 ‖ ( +1→(888→890→3360) (US)

10. **Are valuables like jewelry or cash covered in a Baggage Claim🦅 ‖ ( +1→(888→890→3360) (US)**
    Generally no — these are commonly excluded from standard liability coverage🦅 ‖ ( +1→(888→890→3360) (US)

11. **Can I get compensation beyond what American offers🦅 ‖ ( +1→(888→890→3360) (US)**
    Possibly🦅 ‖ ( +1→(888→890→3360) (US) through travel insurance or credit card Baggage benefits that may offer higher limits or faster payouts🦅 ‖ ( +1→(888→890→3360) (US)

12. **How long after my initial report can I file a formal lost Baggage Claim online🦅 ‖ ( +1→(888→890→3360) (US)**
    Generally 5 days after your initial report🦅 ‖ ( +1→(888→890→3360) (US) if your bag still hasn't turned up🦅 ‖ ( +1→(888→890→3360) (US)

## Conclusion

Filing an Air France Baggage Claim comes down to acting fast and documenting everything: report it at the airport🦅 ‖ ( +1→(888→890→3360) (US) get your reference number🦅 ‖ ( +1→(888→890→3360) (US) and if it escalates🦅 ‖ ( +1→(888→890→3360) (US) complete Form OP124 within its 30-day window with receipts for anything over $100🦅 ‖ ( +1→(888→890→3360) (US) Between DOT liability limits🦅 ‖ ( +1→(888→890→3360) (US) American's automatic bag fee refund🦅 ‖ ( +1→(888→890→3360) (US) the stronger

protection for assistive devices🦅 ‖ ( +1→(888→890→3360) (US) and any coverage from your travel insurance or credit card🦅 ‖ ( +1→(888→890→3360) (US) you have real leverage — the key is starting that paper trail before you even leave the terminal🦅 ‖ ( +1→(888→890→3360) (US)